Job Title: **IT First Line Support**

Grade: Band D

Reports to: IT Lead

Role Responsibilities: No line management or budget responsibilities

DBS Level Requirement: Standard check

The Role

Our vision is to transform lives, empowering independence through care excellence for all.

The role of IT First Line Support is to provide support to the business with all aspects of application provision and service delivery.

We provide ourselves on being a quality, responsive, and progressive organisation the works tirelessly to meet the needs and goals of our customers. Our core values are caring, excellence, integrity and teamwork. We believe in supporting others with care, compassion and positive engagement. We strive for excellence through efficient and innovative work practices. We uphold integrity by being open and having the courage to do what is right and we believe in the power of teamwork to achieve our common goals.

We foster a team culture that embraces a growth mindset. We believe that every challenge is an opportunity for learning and every failure is a stepping stone towards success. We encourage our team members to continually learn, adapt and innovate in their roles. This positive and engaging environment not only enhances our service delivery but also contributes to the personal and professional growth of our team members.

Job purpose

The IT First Line Support is responsible in supporting the business in all aspects of application provision and service delivery, assisting the organisation in understanding its needs, defining requirements and delivering solutions either via existing technologies or identify opportunities where new technologies ca be used to achieve the desired outcomes.

As a key member of the IT team, you will provide support across a broad range of applications, working with ECL's technology partners to ensure that staff and customers always receive a high level of service.

The scope of technologies covered by the role includes corporate business applications such as: ERP covering HR/HCM, Finance, Payroll, CRM, as well as service specific applications such as: Warehouse Management System and Care Planning & Rostering applications, deployed across desktop and mobile devices.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.

- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.

- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.

- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- Logging, processing and resolving support requests, either through direct resolution or via ECL's technology service providers.
- Assist with day-to-day management of relevant supplier contracts ensuring they are delivering in line with business needs and service level agreements.
- Assist in ensuring customer needs are understood and requirements are gathered and fully articulated in terms of projects, service delivery and strategic direction.
- Provide software development for ECL's in house applications ensuring changes are implemented following the change management processes.
- Assist staff with the effective use of all existing applications throughout the business including demonstrating the "art of the possible".
- Assist with the development and matrix management of superusers for key applications across the organisation.
- Participate in a customer focus group to ensure IS and its suppliers deliver to SLA's and the needs of the business are met and developed.
- When required, provide out of hours support in conjunction with other members of the IT support team rota.
- To undertake other roles or tasks assigned to the post holder as and when required, in line with the grade of the post held.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

Person Specification

Key Skills and Competence

Good communication, interpersonal and influencing skills, including managing a range of internal and external stakeholders. Strong problem solving with experience of working in a relevant role.

Education and qualification

- Evidence of continuous professional development within the IT sector

Skills and Experience (all essential)

- Experience and working knowledge in business applications such as: ERP covering HR/HCM, Finance, Payroll, CRM.
- Desirable experience and working knowledge in care specific applications such as: Care Planning, Rostering and Workforce Force management applications.
- Experience and/or understanding of ITIL service management or equivalent frameworks and/or standards.
- Understanding of Information Governance and Security environments within the public sector.
- Experience and/or understanding of project management frameworks such as agile or equivalent.
- Applications are expected to be able to travel to sites across Essex with occasional travel to neighbouring countries, own transport is therefore necessary.

